

**POSITION DESCRIPTION**

<b>TITLE:</b>	DIRECTOR OF MEDICAL SERVICES	<b>LOCATION:</b>	Altadena
<b>REPORTS TO:</b>	Vice President of Patient Services Medical Director	<b>DEPARTMENT:</b>	Patient Services
<b>FLSA:</b>	Exempt	<b>CREATED / REVISED:</b>	12-29-2020

**SUPERVISORY RESPONSIBILITIES**

DIRECT: Care Team Manager		INDIRECT	
TITLE	NUMBER	TITLE	NUMBER
(Clinicians matrix-managed with Center Managers)	10 - 18	n/a	n/a

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education:** Nurse Practitioner, preferably with specialty in women’s health care, Certified Nurse Midwife, or Physician’s Assistant with a current California license  
Bachelor’s degree required, prefer Graduate degree

**Experience:**

- Must have minimum 5 years experience as a clinician in women’s health care
- At least 7 years experience as a mid-level clinician preferred
- Must have a minimum of 3 years of management or leadership experience

**Other:**

- Commitment to providing exceptional care and service to clients
- Excellent clinical skills and advanced knowledge of reproductive health care issues
- Proven leadership skills including excellent interpersonal skills and ability to exercise sound judgment
- Strong analytical thinking and problem solving skills, particularly as it applies to clinical practice in the family planning and abortion centers
- Must be creative, collaborative, and opportunistic
- Ability to mentor individuals and lead a team
- Must be flexible, with the ability to adapt to the changing healthcare environment
- Ability to communicate with the general public of all backgrounds
- Ability to bridge geographical barriers and work well with staff across multiple locations
- Ability to write reports, business correspondence, and procedural instructions
- Ability to organize, multitask, and effectively function in a fast paced environment and set and achieve short- and long-term goals
- Ability to prioritize and complete multiple projects in a timely manner
- Willingness and ability to work flexible hours, including occasional weekends, early morning, and/or evening hours
- Ability and willingness to travel
- Must have excellent computer skills with knowledge of Microsoft Word, Excel, Outlook,

- and the Internet
- Commitment to the mission of Planned Parenthood

### **CONTACT RESPONSIBILITY**

**Internal:** Care Team, Director of Health Center Operations, Center Manager(s), Clinicians, Training Team and Care Team to ensure competent provision of medical care to patients. Chief Operating Officer for quality assurance and service strategies, Human Resources to ensure hiring of talented licensed staff and, other affiliate staff as appropriate.

**External:** Vendors to select medical equipment and supplies; PPFA and other Planned Parenthood affiliate staff; community members at medical advisory meetings; residency programs, RN and NP programs to provide on-site didactic training; health care plans and hospitals as needed for contracting; the general public when representing PPPSGV at public facing events.

---

### **PURPOSE OF POSITION**

**Purpose:** The Director of Medical Services is responsible for ensuring the provision of quality customer-focused medical care to patients of PPPSGV through development and review of affiliate medical protocols, licensed staff training, and quality improvement. The Director of Medical Services works under the direction of the Medical Director and the VP of Patient Services to plan, implement, and evaluate the successful delivery of quality medical services and provides leadership and oversight of affiliate clinicians and registered nurses.

---

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **Leadership and Management**

- Provide leadership, supervision and guidance to direct reports to include all aspects of performance management: hiring, communicating expectations, development, evaluation and corrective action up to and including termination. Serve as a resource to Patient Services leaders to oversee center operations and provide clinical leadership, matrix supervision, and evaluation of affiliate clinicians and registered nurses.
- Oversee and Care Team and supervise Care Team Manager to ensure strong medical follow up practices.
- Work in collaboration with the Patient Services leadership team to establish clinical competency standards, staffing guidelines, scope of practice, and productivity expectations to licensed staff to ensure safe and efficient clinical practice. Assist in recruiting, training, and evaluation of clinical and nursing staff.
- Collaborate with Patient Services management team to determine strategic, fiscal, and service-related goals including pilot programs; participate in strategic planning, goal setting, budget process, and coordination of services for the Department.
- Collaborate with Business Development and Strategy to plan, implement, and evaluate services that position the affiliate to succeed in health care reform including primary care and/or specialty services.
- Serve as a communication link between clinicians, Medical Director and VP of Patient Services.
- Work in collaboration with the Medical Director to develop, interpret, and implement medical protocols, medical forms and patient education materials including:
  - Submitting new protocols to and obtaining waivers from PPFA Medical Division.
  - Ensuring that PPPSGV medical policies and practices are in compliance with PPFA, state and federal regulations, and community standard of care.

- Develop systems which promote medical standards and continuity of care.
- Communicate new and updated protocols and programs to staff.
- Serve as a resource to clinicians and staff regarding medical protocols and medical management of patients.
- Ensure pharmacy practices including medical dispensing practices are in compliance with all related pharmacy regulations. Collaborate with Patient Services and Finance to ensure medication formulary is up to date, cost effective and meets the needs of PPPSGV patients.
- Represent PPPSGV's medical leadership at conferences.
- Provide oversight and coordinate with Business Development and Strategy in the implementation of research studies.
- Coordinate and provide, directly or by delegation, the preceptoring and mentoring of student nurse practitioners and develop and maintain links with learning institutions.
- Participate in assessing medical issues or complaints that arise from patients, contract physicians, community medical providers and health care organizations.
- Assist the VP of Patient Services and Medical Director in carrying out the goals of the Department and PPPSGV.
- Collaborate with the Patient Services management team to determine strategic, fiscal and service-related goals for the Department to ensure optimal service delivery and quality outcomes for internal and external customers.
- Participate in and provide leadership with health center efforts to achieve established goals for productivity and quality metrics.
- Hold all clinical staff accountable to specific measurable customer service standards (e.g. through annual performance monitoring and implementing corrective action plans when customer service expectations are not being met.) in conjunction with Center Managers.
- Participate in and provide leadership for health center/affiliate efforts to achieve established revenue cycle goals.
- Perform necessary research and provide input in the selection and purchase of medical equipment and supplies
- Other duties as assigned.

#### Quality Assurance and Risk Management

- Work in collaboration with the VP of Patient Services and the Chief Operation Officer to develop, maintain, and evaluate the Quality Management program. Develop and implement changes to clinical practice based on results of audits and identification of best practices to ensure safe and effective clinical practices.
- Collaborate with center managers to ensure compliance with CLIA, BOP, OSHA, DHS, CDPH, HIPAA, Title X and other agency mandates as required.
- Oversee quality assurance activities including chart audits and corrective actions; actively participate in Quality Management Committee or delegate the role to a Lead Clinician.
- Responsible for monitoring, reporting and follow-up of occurrences and adverse events.
- Responsible participation, submission and passing scores in proficiency testing.

#### Training and Staff Development

- Collaborate with the training team to develop and provide medical training curriculum for staff, including conducting licensed staff meetings, in-service trainings, and hands-on training; providing input to classroom training; and ensuring didactic training incorporates effective learning
- Supervise and participate in the orientation and training of all clinicians in conjunction with patient services management staff.
- Coordinate with Medical Director in proctoring and privileging clinicians in new medical procedures.

**PHYSICAL REQUIREMENTS**

	Rarely (0-12%)	Occasionally (12-33%)	Frequently (34-66%)	Regularly (67-100%)
Seeing: Must be able to read reports and use computer.				X
Hearing: Must be able to hear well enough to communicate with people.				X
Standing/Walking:			X	
Climbing/Stooping/ Kneeling/ Bending:		X		
Lifting weight up to 35 lbs.		X		
Pulling/ Pushing/ Reaching:		X		
Fingering/ Grasping/Feeling: Must be able to write, type and use telephone system.				X

**This job description is subject to review and change. This is not a contract. Signature of employee indicates solely that this position description has been received, read and understood.**

EMPLOYEE: \_\_\_\_\_ DATE HIRED: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE SIGNED: \_\_\_\_\_

SALARY: \_\_\_\_\_ BILINGUAL: \_\_\_\_\_